



COTS Change Management Workgroup Charter January 7, 2003

GENERAL INFORMATION

In the past, COTS chartered the Communications Workgroup to develop and maintain communications with the Commonwealth about COTS and its activities. The Change Management Workgroup will assume the responsibilities of that group in addition to other change management functions.

Workgroup Name: Change Management **Date Established:** September 24, 2002
Modification Date: n/a

WORKGROUP MISSION

The Mission of the Council on Technology Services (COTS) Change Management Workgroup is to advise and assist the Secretary of Technology in carrying out change management activities related to his responsibilities *including responsibility for implementing the Governor's Strategic Plan for Technology*. Organizational change management's purpose is to minimize resistance to, and maximize support for, a change event through the use of best practice functions such as communications, training, and organizational design. The Workgroup will provide expertise and consultation in these areas.

WORKGROUP OBJECTIVES AND DELIVERABLES

To advise and assist the Secretary of Technology in the implementation of the Change Management Plan for the Strategic Plan for Technology and other initiatives in the future. Identify design features of the change management plan and act as a conduit of communication to various constituencies in the Commonwealth.

To advise and assist the Secretary of Technology in ensuring that change management activities are closely aligned to the priorities identified in the Strategic Plan for Technology as it is implemented and changed over time.

To advise and assist the Secretary of Technology in change management activities. *In the short-term, particular focus will be placed on change activities associated with the IT Consolidation plan and it's impact on stakeholders, including:*

1. the IT workforce,
2. the relationships of various entities (state agencies, localities, etc.) with the Virginia Information Technology Agency (VITA),
3. the significant culture change required to ensure business owners understand/support the purpose and goals of various initiatives and interface effectively with VITA to ensure effective continuation of business functions.

To assist the Secretary of Technology in the identification of the various messages to be communicated about the Strategic Plan for Technology and other initiatives.

To assist the Secretary of Technology in the identification of training needs that will make the implementation of various change events more productive.

To assist the Secretary of Technology in the identification of potential organizational design suggestions that will enable a smooth transition to a future (changed) environment.

WORKGROUP ORGANIZATION

The Change Management Workgroup is co-chaired by Philip Vasquez, DMV and Farley Beaton, Department of Taxation. Paul Lubic at the Department of Technology Planning (DTP) will staff it. We will solicit COTS members for their assistance in representing state agencies, stakeholders and other COTS Workgroups, as well as for change management skills, expertise, and models that have been effective in previous change efforts. Each member is expected to be active in meeting Workgroup objectives and be willing to volunteer technical assistance and technical staffing as needed.